

Technical Training Competency 4.4

Competency 4.4 Technical training personnel shall demonstrate the ability to plan, conduct and document an overall evaluation of a technical training and qualification program and report those results to management in a concise and effective manner.

1. Supporting Knowledge and/or Skills

- a. Establish the criteria to be used as a basis for conducting the evaluation.
- b. Establish points of contact with the organization being evaluated.
- c. Gather information pertinent to the evaluation by reviewing training materials, interviewing personnel, observing training activities and reviewing training records.
- d. Document the results of the data collection phase in field notes.
- e. Compare the results of the review phase with the criteria established for the evaluation and determine if deficiencies exist.
- f. Document the results of the overall training and qualification evaluation in a formal written report which includes the status of meeting the established criteria, identifies deficiencies or good practices, and suggests recommendations for improvement.
- g. Resolve conflicting or inconclusive observations or findings obtained from other evaluators on an evaluation team.
- h. Verbally report the results of the evaluation to contractor facility management and DOE management.
- i. Perform follow-up activities as applicable to ensure implementation of corrective actions, including tracking and close-out.

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2. Self-Study Activities (corresponding to the intent of the above competency)

Below are two web sites containing many of the references you may need.

| Web Sites | | |
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| Organization | Site Location | Notes |
| Department of Energy | http://wastenot.inel.gov/cted/stdguido.html | DOE Standards, Guides, and Orders |
| U.S. House of Representatives | http://law.house.gov/cfr.htm | Searchable Code of Federal Regulations |

Read Sections 2.7, 3.4, and 5.11, pages 6 through 8, 14 through 15, and 28 through 29, of DOE-STD-1056-93, U.S. Department of Energy Standard, *Guide to Good Practices for Line and Training Manager Activities Related to Training*.

Read Sections 5.3, 6.0, and 7.0, pages 9 through 16, of DOE-STD-1070-94, U.S. Department of Energy Standard, *Guidelines for Evaluation of Nuclear Facility Training Programs*.

Read pages 53 through 63 of DOE-HDBK-1078-94, U.S. Department of Energy Handbook, *Training Program Handbook: A Systematic Approach to Training*.

EXERCISE 4.4-A Review the appendix of DOE-STD-1070-94, U.S. Department of Energy Standard, *Guidelines for Evaluation of Nuclear Facility Training Programs*.

EXERCISE 4.4-B Review Attachment 48 of DOE-HDBK-1078-94, U.S. Department of Energy *Training Program Handbook: A Systematic Approach to Training*.

3. Summary

The facility's training organization and programs should be evaluated periodically to determine whether they are achieving the established goals and objectives. The effectiveness of training programs to produce qualified personnel should also be evaluated periodically. This should be accomplished by reviewing operating occurrences, interviewing job incumbents and first-line supervisors, observing operations, etc. The results of these evaluations, if used correctly, will help ensure a facility of safe, efficient, and reliable operations.

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The following considerations should be emphasized when evaluating training and qualification programs:

- The responsibility for monitoring indicators, analyzing data, and approving revisions is clearly defined.
- The training department is alerted to facility operating, maintenance, and industrial safety experiences.
- Communication on training effectiveness occurs between plant supervisors and the training department.
- Employee opinion of the equality and effectiveness of training is collected periodically.
- The training department is alerted to employee performance errors.
- The training department meets with maintenance and operations supervisors and engineers to determine potential training problems.
- Training uses facility inspection and evaluation reports to guide program revisions.
- Facility modifications and procedure changes are monitored for training consequences.
- Training monitors industry operating and maintenance experiences for program impacts.
- Regulatory changes are reviewed for training consequences.
- Program performance data are analyzed.
- Proposed changes are reviewed by appropriate facility and training personnel.
- Training changes are tracked.

4. Exercise Solutions

EXERCISE 4.4-A Review the appendix of DOE-STD-1070-94, U.S. Department of Energy Standard, *Guidelines for Evaluation of Nuclear Facility Training Programs*.

ANSWER 4.4-A None required.

EXERCISE 4.4-B Review Attachment 48 of DOE-HDBK-1078-94, U.S. Department of Energy *Training Program Handbook: A Systematic Approach to Training*.

ANSWER 4.4-B None required.